

INDOT Division Aims to Improve Processes, Projects

INDOT's Innovation & Enhancement Division doesn't plan, build, or buy – but it does help other INDOT divisions and departments plan, build, or buy better.

The Innovation & Enhancement Division acts as a neutral third party to help other agency departments become more efficient and effective. By supporting other divisions within INDOT, the division helps the agency establish a culture of continuous improvement while reducing operational and construction expenses.

"The Innovation & Enhancement team exists to further INDOT's goal of improving our processes and procedures," said Mark Joseph, the director who leads the group. "Our overall goal is to help INDOT become a 21st century organization while saving taxpayers money. In the process, we'll also help reduce employee frustration by improving and simplifying processes and procedures."

The Innovation & Enhancement Division is composed of Joseph and Performance Analysts Derek Weinberg and Kristin Brier.

The division begins each project by asking three basic questions:

- What actions are we doing now – that may have made sense when started – but which no longer add value or cost more to execute than the value provided?
- What aren't we doing now to reduce costs, save time, improve safety, or increase production?
- How do we get there?

Weinberg and Brier seek out opportunities to improve INDOT by working with employees and reviewing workflow processes. By collaborating with employees and those people who manage products and processes, they help reach solutions and develop workflow improvement and implementation plans.

They also work closely with business owners, contractors, INDOT Research & Development and Purdue University's Joint Transportation Research Program (JTRP) to ensure that valuable ideas and research results are implemented. Weinberg and Brier work with INDOT and JTRP communications



INDOT's Innovation & Enhancement Division is composed of (from left): Performance Analysts Derek Weinberg and Kristin Brier, and Director Mark Joseph.



to publicize success stories such as Hoosier Helpers, rumble striping, changes in highway line painting, and other implemented innovations.

The division also represents INDOT on a newly developing interagency continuous improvement taskforce where state agencies exchange successes, lessons learned, strategies, and techniques for improving the way Indiana government does business.

"If you ever thought, 'There just has to be a better way to do this,' then you know what our focus is. We're on the hunt for opportunities to help those who interact with a process find that better way," Weinberg said.

Added Brier: "We want to reduce the number of times employees feel like they're banging their heads against a wall during the work day. By listening to the people who actually do the work, we facilitate collaboration across different agency functions to find effective solutions."

INDOT employees may submit ideas for improving agency operations through [INDOT Ideas](#) – an electronic suggestion box found on the INDOT ERIN intranet site. Suggestions submitted through INDOT Ideas are reviewed by the Innovation & Enhancement Division.